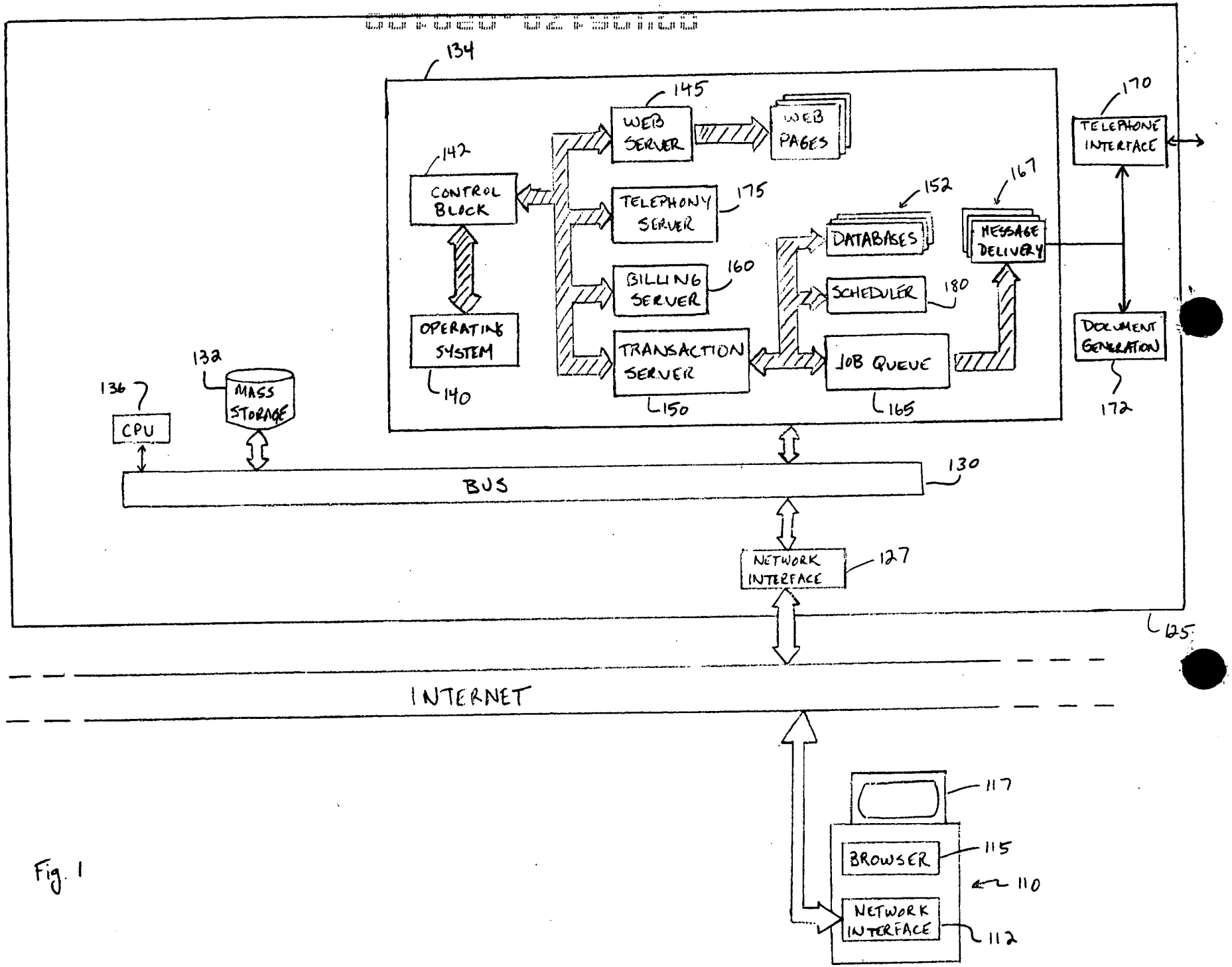

134
145
WEB SERVER
WEB PAGES
142
CONTROL BLOCK
TELEPHONY SERVER
175
152
DATABASES
167
MESSAGE DELIVERY
160
BILLING SERVER
SCHEDULER
180
OPERATING SYSTEM
140
TRANSACTION SERVER
150
JOB QUEUE
165
170
TELEPHONE INTERFACE
DOCUMENT GENERATION
172
132
MASS STORAGE
136
CPU
BUS
130
NETWORK INTERFACE
127
125
INTERNET
117
BROWSER
115
110
NETWORK INTERFACE
112

Fig. 1

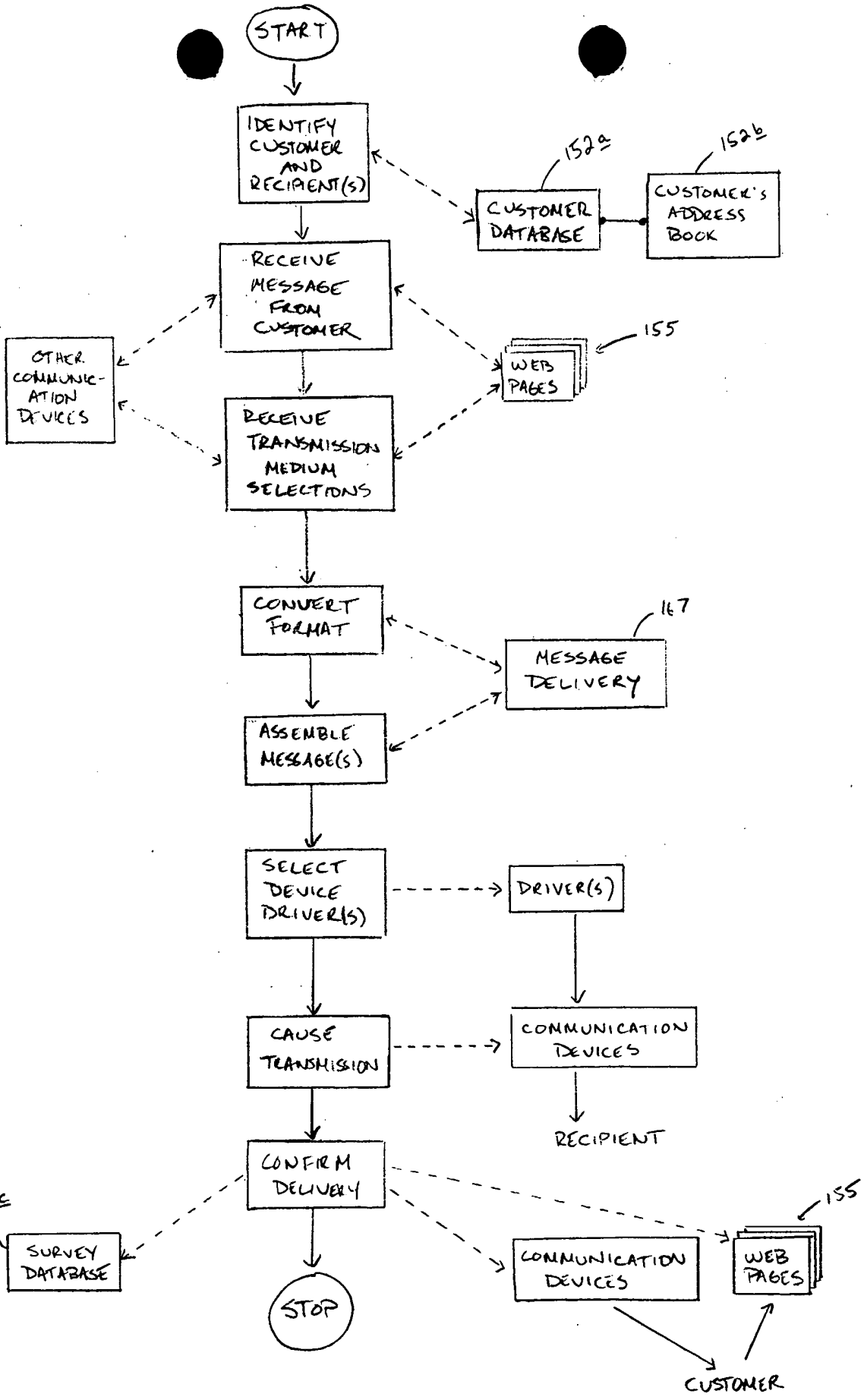

START
IDENTIFY CUSTOMER AND RECIPIENT(S)
152a
CUSTOMER DATABASE
152b
CUSTOMER'S ADDRESS BOOK
RECEIVE MESSAGE FROM CUSTOMER
OTHER COMMUNIC-ATION DEVICES
155
WEB PAGES
RECEIVE TRANSMISSION MEDIUM SELECTIONS
CONVERT FORMAT
167
MESSAGE DELIVERY
ASSEMBLE MESSAGE(S)
SELECT DEVICE DRIVER(S)
DRIVER(S)
CAUSE TRANSMISSION
COMMUNICATION DEVICES
RECIPIENT
CONFIRM DELIVERY
152c
SURVEY DATABASE
155
WEB PAGES
COMMUNICATION DEVICES
STOP
CUSTOMER

Fig. 2A

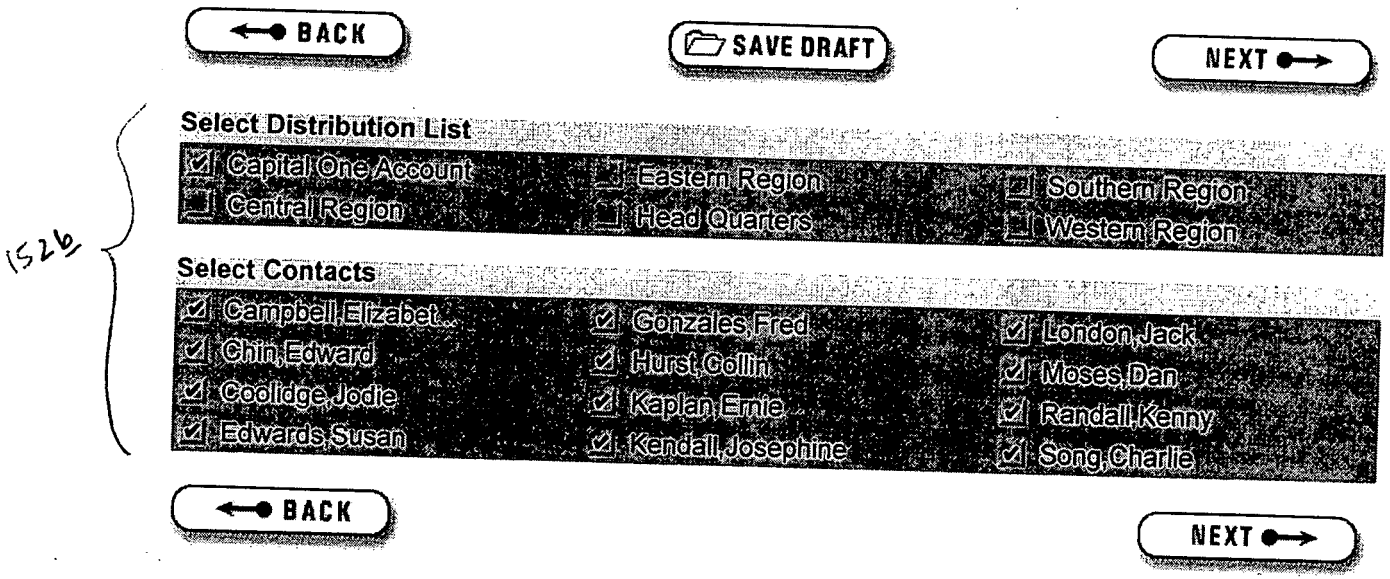

BACK
SAVE DRAFT
NEXT
Select Distribution List
Capital One Account
Central Region
Eastern Region
Head Quarters
Southern Region
Western Region
Select Contacts
Campbell,Elizabet
Chin,Edward
Coolidge,Jodie
Edwards,Susan
Gonzales,Fred
Hurst,Collin
Kaplan,Ernie
Kendall,Josephine
London,Jack
Moses,Dan
Randall,Kenny
Song,Charlie
BACK
NEXT
1526

Fig. 2B

BACK | SAVE DRAFT | NEXT

Select Delivery Methods

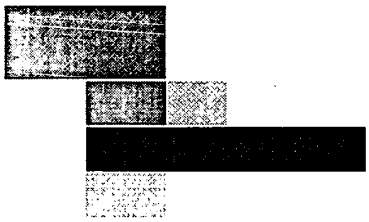
Abbreviation Key: (O)ffice (C)ellular (H)ome (P)ager

	Phone	Fax	Pager	E-mail	US Mail	Overnight
Campbell, Elizabeth	☑O ☐C ☑H	☐O ☐H	☐P	☑O ☐H		
Chin, Edward	☑O ☐C ☐H ☐O_2	☑O ☐H	☐P	☑O ☐H		
Coolidge, Jodie	☑O ☐C	☐O	☐P	☑O		
Edwards, Susan	☑O ☐C	☑O ☐H	☑P	☑O		
Gonzales, Fred	☑O ☐C	☐O	☐P	☑O		
Hurst, Collin	☑O ☑C ☐H	☑O		☑O ☐H		
Kaplan, Ernie	☑O ☐C ☐C_2	☐O		☑O		
Kendall, Josephine	☑O ☐H ☐H_2	☐H		☑H		
London, Jack	☑O ☑C	☑O		☑O		
Moses, Dan	☑O ☐C	☐O	☐P	☑O ☑H		
Randall, Kenny	☑O ☐H	☐O	☑P	☐O		
Song, Charlie	☑O ☑C ☐O_2	☑O	☐P	☑O ☐H		

BACK | NEXT

Fig. 2C

BACK



Fax	(3 of 5)
E-mail	(10 of 10)
Pager	(3 of 3)

Phone	
Requested	14
Successful	14
Failed	0
Remaining	0
Reply Yes	10
Reply No	4
Not Responded	0

E-mail	
Requested	10
Successful	10
Failed	0
Remaining	0
Reply Yes	6
Reply No	4
Not Responded	0

Fax	
Requested	5
Successful	3
Failed	0
Remaining	2

Pager	
Requested	3
Successful	3
Failed	0
Remaining	0

Response

Question: Will you	
Yes	(16 of 24)
No	(8 of 24)
None	(0 of 24)

Message

Subject:	Urgent Message - Need to Reschedule Meeting
Body:	Due to a serious problem at "Capital One", our meeting needs to be postponed for a few days. Cancel all existing travel plans immediately to avoid penalty charges. I would like to reschedule this meeting for the last Tuesday of this month. As before, the agenda will include our revenue plan for the quarter and the launch of our new service. The MessageBlaster system will ask you to confirm your availability for the new date. Thank you
Cost:	$3.70

Options

Urgent:	YES
Fax Cover Sheet:	YES
Return E-mail:	"Henry McMillan" <hmcmillan@teliport.com>
Pager Callback#:	9786700023

Fig. 2D